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Thomas Larkin Stevens
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Country of citizenship: United States of America
Veterans' Preference: No
Registered for Selective Service
Highest Grade: None-None-None, 03/1985-Present
Contact Current Employer: Yes

AVAILABILITY **Job Type:** Permanent
Work Schedule: Full Time

DESIRED LOCATIONS US-DC-Washington/Metro
 US-DC

WORK EXPERIENCE **United States Senate** **5/2003 - Present**
Washington, District of Columbia US **Salary: \$110,000.00 USD Per Year**
Hours per week: 40

U.S. Capitol Director of Visitor Services

- Formulate and implement all visitor procedures and policies, with oversight by the Capitol Guide Board; work with the House Oversight and the Senate Rules Committees regarding policy changes
- Appear before Congressional Committees as a spokesperson for the Capitol Guide Service / Congressional Special Services Office (Guide Service/CSSO)
- Serve as the sole liaison between the Guide Service/CSSO and the oversight board
- Serve as primary liaison between tour operations at the Capitol and all Congressional offices, Members of Congress and offices which deal with tour matters (Capitol Police, Curators offices, etc.)
- Oversee budget planning, preparation, and submission; work with both the House and the Senate committees which deal with budget matters (Appropriations, Oversight, Rules, etc.)
- Prepare long-range forecast of all budget and tour-related needs
- Respond to all formal complaints and compliments

- Represent the Guide Service/CSSO to all outside tour companies and entities
- Supervise all employee evaluations; review evaluations submitted by Assistant Directors; meet individually with all employees to discuss final evaluation yearly; evaluate all supervisors and managers in the Guide Service and the Congressional Special Services Office
- Recommend all merit pay increases and bonuses
- Handle all employee problems and issues; issue responses to these problems and issues with assistance of the Capitol Guide Board if necessary
- Formulate and maintain employee handbook (maintain a balance between House and Senate Sergeant at Arms policies)
- Interview, recommend and hire all employees, with consent of the Capitol Guide Board (Contact Supervisor: Yes, Supervisor's Name: Stephen T. Ayers, Supervisor's Phone: 202-228-1793)

United States Senate
Washington, District of Columbia US

3/1985 - 4/2003
Salary: \$55,000.00 USD Per Year
Hours per week: 40

U.S. Capitol Tour Guide

- Work closely with Capitol Visitor Center (CVC) and Architect of the Capitol (AOC) staff regarding Guide Service/CSSO interests both during and post CVC construction
- Design, implement, and manage all infrastructure (e.g., attendance, leave management, employee appraisal and tour scheduling software/hardware; radio systems, shuttles, pagers, telephones, etc.)
- Forecast future operational responsibilities to improve customer service and safety
- Prepare and implement an annual Office Automation Plan
- Serve as liaison to Congressional support offices and outside agencies
- Provide educational tours to visitors
- Represented the Guide Service/CSSO during the establishment of the South Screening Facility
- Orchestrated the relocation of Guide Service/CSSO work space to the temporary West Front Facility
- Planned, procured and established a complete radio system to increase public safety and personnel effectiveness:
 - Collaborated with the Senate Fiber/Wireless Shop staff to design a system that would meet both current and post CVC completion needs
 - Negotiated with the National Telecommunications Information Administration to obtain a dedicated frequency pair for the exclusive use of the Guide Service/CSSO
 - Worked with AOC staff to facilitate the installation of a radio repeater system on the roofs of several buildings providing complete coverage both in and around the Capitol
 - Managed the purchase and installation of a radio system which includes: a full-featured dispatch consoles providing emergency alert tones, duress alarm

identification, and full-time voice record/playback capabilities, portable radios, and a 100-watt repeater

- Designed and implemented a system enabling management to quickly broadcast emergency communications via their computer desktop
- Procured and implemented tour scheduling software/hardware and methods
 - Customized software to accommodate scheduling practices
 - Designed and implemented a system to generate timed entry passes based on scheduling parameters selected by management
 - Developed the ability for member's offices and/or the public to schedule their own tours via the intra net/Internet
 - Developed the ability for visitors to receive timed entry passes and coordinate several events (e.g., tour, movie and gallery access, etc.) during their visit to the Capitol through the use of the Internet, automated kiosks, Members' offices and telephone
- Procured and implemented personnel management software/hardware
 - Allows employees to clock in/out and track their leave at multiple locations via card readers and computer workstations
 - Provided management with a virtual in/out board showing each employee's status from any computer workstation
 - Programmed software to automatically track leave accrual and use
 - Designed reports showing attendance, leave activity, human resource information and attendance patterns (Contact Supervisor: Yes, Supervisor's Name: Ted L. Daniel, Supervisor's Phone: 202-224-4297)

EDUCATION

University of Maryland
College Park, Maryland US
Some College Coursework Completed
Major: Computer Science

JOB RELATED TRAINING

Training and Education Programs

- Critical Communications Skills for Managers
- Leadership Skills
- Moving up to Supervisor
- Management Skills for Administrative Specialists
- Communicating Non Defensively
- Customer Service
- Special Needs Sensitivity
- Public Speaking
- Explosive Recognition
- Legislative Procedure

AFFILIATIONS

CAPITOL HILL EXECUTIVE Honorary Member
SERVICE CLUB

PROFESSIONAL PUBLICATIONS

United States Capitol Guide Service / Congressional Special Services Employee Handbook

United States Capitol Guide Service / Congressional Special Services Operations Manual

United States Capitol Guide Service / Congressional Special Services Training Manual

United States Capitol Guide Service / Congressional Special Services Emergency Action Plan

REFERENCES

Ted I. Daniel	House Sergeant at Arms Office	Assistant to the Sergeant at Arms
Phone Number:	202-225-4297	
Email Address:	ted.daniel@mail.house.gov	
Reference Type:	Professional	
Laura Parker	Senate Sergeant at Arms Office	Capitol Information and Policy Officer
Phone Number:	202-224-1082	
Email Address:	Laura_Parker@SAA.Senate.gov	
Reference Type:	Professional	
Phillip Morse	US Capitol Police	Chief
Phone Number:	202-224-9806	
Email Address:	Phillip_Morse@cap-police.senate.gov	
Reference Type:	Professional	
Carlos Elias	Architect of the Capitol	Capitol Superintendent
Phone Number:	2022264859	
Email Address:	celias@aoc.gov	
Reference Type:	Professional	

ADDITIONAL INFORMATION

Job Related Honors:

- Recognized as the 1997 Guide of the Year
- Awarded the Capitol Police Service Award
- Received letter of commendation from Wilson Livingood (House Sergeant at Arms)
- Received letter of commendation from Greg Casey (Senate Sergeant at Arms)
- Received 12 and 20 year Service Awards from the U.S. Senate

Proficiencies:

- ADPICS (Advanced Purchasing and Inventory Control System)
- Halogen Software Inc. - Personnel Appraisal Software
- Datamatics Inc. - Personnel Management Software
- TM Vista Inc. - Tour Scheduling Software
- Core Software Inc. - Database Software
- Introductory Crystal Reporting (certified)
- Advanced Crystal Reporting (certified)
- Advanced Parameters and Sub Reports (certified)
- Microsoft Office
- Corel Word Perfect
- Basic HTML
- Intermediate HTML
- Paradox
- Legis

